
GLOSSARY

Key Term/Acronym	Description
Addendum	An addendum contains resource material that supports the presentation or exercise. Examples include job aids or worksheets. Addenda are located in the Participant Guide.
ATA	Office of Antiterrorism Assistance (U.S. State Department)
Auditory learning	Auditory learning is learning by hearing or listening.
Closed question	A closed question targets a specific answer. This type of question is good for taking a quick review of the course participants' grasp of the information but does not allow for much discussion.
Education	Education provides the learner with general knowledge and skills, such as reading, writing, and problem solving.
Facilitation	Facilitation is a learning process in which a leader, called a facilitator, guides a group or individual toward a learning goal.
Facilitator	A facilitator is responsible for keeping participant discussions and activities on track with learning objectives. A facilitator's role is to enable learning through the use of guided discussion and activities.
Handbook	A handbook contains resource material that supports the presentation. Examples include a threaded case study or other information that participants use in multiple modules.
Handouts	Handouts are provided when needed to support the training presentation. Handouts are not located within the Participant Guides.
Intonation	Intonation is using more than one pitch or tone when speaking.
Job aid	A job aid is a mechanism that guides the performance of work, especially useful when an individual is completing detailed processes or tasks that are not performed frequently. Common job aids include checklists, cookbooks, decision guides, forms, worksheets, resource centers, and references.
Kinesthetic/tactile Learning	Kinesthetic/tactile learning is learning by doing.
Learning Channels or Modalities	Learning channels or modalities are all the ways course participants access, acquire, process, and demonstrate what they know.

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Learning objectives	Terminal Learning Objective: A statement that describes what the course participants will accomplish after successfully completing the training module. Enabling Learning Objective: A statement that describes what the course participants will master at the knowledge and skill level in order to achieve a terminal learning objective.
Learning principles	Learning principles are underlying or guiding theories about how people acquire new knowledge and skills
Monotone	Monotone is using a single pitch or tone when speaking.
Nonverbal communication	Nonverbal communication uses facial expressions, eyes, and movement to communicate a message.
Open question	An open question has no specific answer and allows the course participant to elaborate on his or her response. This type of question is conducive to further discussion.
Pitch	Pitch is the high and low tones produced by the voice. Pitch is similar to different musical scales within a song. Some people have high-pitched voices; others are extremely low.
Presentation	Presentation is the delivery of content to an audience using verbal and nonverbal communication.
Target audience analysis	Target audience analysis is the process of gathering relevant information about the target audience for training. Knowing the audience's learning preferences, motivations, and unique needs is critical for training.
Task	A task is a behavior described using a verb, an object of the verb, and simple language. The behavior has a beginning and end.
Training	Training refers to the acquisition of specific skills needed to perform a job task. The bottom line – training is teaching course participants how to do something they will use on the job.
TeachBack	A TeachBack is a way to confirm that participants have learned by asking them to explain the content back to the facilitator. It is a test of how well facilitators explained a concept. This type of exercise provides another opportunity for participants to recall what they have been taught and practice their public speaking skills.
Verbal communication	Verbal communication combines voice and words to communicate information, thoughts, concepts, or feelings
Visual learning	Visual learning is learning through seeing or observing.